

P R O M I S E

STANDARD 1.2

**Child
Participation
Tool**



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1. Introduction

This document provides a selection of sample questionnaires that can be used to gather children's views on their Barnahus experience, including their satisfaction with the services and potential ideas on how Barnahus can become an even better place for children.

Children's views provide an important basis for evaluation and reform of the Barnahus set-up and practice. The sample questionnaires have been developed to gather the perspectives of children on aspects related to the Barnahus quality standards and the results can be used as a contribution to an overall assessment of how well the service practices according to the Barnahus Quality standards.

This guidance and the sample questionnaires have been inspired by research and are informed by the work and expertise from professionals working in Barnahus or similar services across Europe¹. They furthermore draw on the Barnahus Quality Standards², the UN Convention on the Rights of the Child and Council of Europe law and guidance³.

The sample questionnaires provided in this document focus on the child's experience of Barnahus, including:

- Travel to Barnahus (information, accompanying adult, sense of safety, control and trust)
- In Barnahus (welcome, venue, sense of safety, control & trust, child participation, information, services including interview, social services, medical and mental assessment and treatment)
- After Barnahus (coming home, information, safety, sense of control and trust)

Children's Right to be heard

Children's right to participation is a core principle of the UN Convention on the Rights of the Child (1989). At the time of adoption, the rights of the child to participate was a new concept in international law that challenged many countries of the world. A culture of active involvement and listening to children was not widely accepted or practiced. Over the years, societies have increasingly come to grapple with the implications of this new obligation to recognize and involve children as active contributors to decisions that affect their individual lives and the broader society.⁴

Children's right to be heard is a fundamental Barnahus principle and practice. Children's participation and testimony are the point of departure for promoting their rights to justice and care. In Barnahus children are provided a safe space and are supported in describing their experiences. Their stories are documented and listened to by neutral but supportive Barnahus staff and form the basis for child protection and criminal investigations and are, in most countries, admissible in Court.

¹ Rett og sikkerhet (Forandringsfabrikken 2019); Helena Asplund Carlqvist & Anna Petersson, Barn och föräldrars upplevelse av kontakten med Barnahus, (Barnahus Linköping 2018); Child-friendly justice: Perspectives and experiences of children involved in judicial proceedings as victims, witnesses or parties in nine EU Member States (EU Fundamental Rights Agency, February 2017); Ann-Margreth E Olsson & Maria Kläfverud, To be Summoned to Barnahus: Children's Perspectives in Susanna Johansson et al (eds) Collaborating Against Child Abuse (2017); Børnnotat 1/16 (BORNERADET, March 2016); Shelly L. Jackson, A Resource for Evaluation Child Advocacy Centers (NIJ July 2014); A. Kaldal, C. Diesen, J. Beije & E. Diesen, Barnahusutredningen (Juridiska institutionen, Stockholm University 2010). The experts consulted on this guidance and the questionnaires are listed on page 1.

² Lind Haldorsson, Olivia, The Barnahus Quality Standards: Guidance for Multidisciplinary and Interagency Response to Child Victims and Witnesses of Violence" (CBSS/Child Circle 2017)

³ Convention for the protection of children against sexual exploitation and sexual abuse (CETS N°201), Recommendation on the participation of children and young people under the age of 18 (2012), Guidelines on child-friendly justice and their explanatory memorandum (2011)

⁴ Gerison Landsdown, The Evolving Capacities of the Child (UNICEF, New York 2005)

Children's views inform the process in Barnahus and the timing and type of assistance, treatment and support that the child receives. The active involvement is also a means of empowerment and wellbeing and forms both a manifestation of resilience and a pathway towards recovery.⁵

Children can also play an important role in providing feedback on their experiences in Barnahus, which can inform reform of the Barnahus set up and practice.

Reflections from Children

Some Barnahus already collect reflections of children to find out if children's experiences in Barnahus are positive or not. Some children who have accessed services in Barnahus have also been part of research and made more explicit reflections. So, what do already know from children's experiences in Barnahus and similar services?⁶

A main recommendation from children is that they need to be informed from an early age about forms of abuse, that abuse may also happen by trusted adults and where to report concerns. Children also suggest mandatory education and information to new parents. Trust is of utmost importance for a child to tell about their situation of abuse. Too often, children hesitate to tell as they experience that adults don't listen properly or that adults share details with others without consulting the child.

Children who have accessed services through Barnahus, emphasise the importance of being given relevant information before the forensic interview and a caring approach by the adults who are informing and accompanying them. Children say they need to know the details about the process and which adults to turn to for more information. Feeling involved, in control and safe makes it easier for the child to reveal the details about the violence they have experienced.

Most children appear to be positive towards the Barnahus environment, especially younger children. One study revealed that teenagers felt that the interior of the Barnahus was too "childish" and that they wanted more things for older children to engage with while waiting. The same study found that teenagers, more often than younger children, found it a negative experience to have to wait for their interview since it made them more nervous.⁷

Children emphasise the importance of knowing who will listen to the forensic interview, and how the recordings will be used. They need to know why the forensic interview is conducted differently from a normal conversation, and why they will be asked to talk about issues that children normally don't talk about that much. Children also feel a need to be familiar with the interviewer in advance of the formal part of the forensic interview to be confident and feel safe. Furthermore, children express the need to feel received and understood by the interviewer and particularly when expressing hurt and pain. The child must also be allowed to take the time necessary to tell their story. Children recommend that the interview rooms are child-friendly and safe.

Children stress that they may need to continue to talk about their feelings and experiences with a therapist or counsellor after the forensic interview. Additionally, they would like to have opportunities to talk about the formalities and the further process with a *trusted adult*, a legal counsellor, staff from Barnahus, the police or someone from services in the municipality. It is also important to explain to the child if a case has been

⁵ Laura Lundy, "Voice" is not enough: conceptualising Article 12 of the United Nations Convention on the Rights of the Child" (British Educational Research Journal, 2007)

⁶ The findings summarised here come from: Rett og sikkerhet (Forandringsfabrikken 2019); Helena Asplund Carlqvist & Anna Petersson, Barn och föräldrars upplevelse av kontakten med Barnahus. (Barnahus Linköping 2018); Child-friendly justice: Perspectives and experiences of children involved in judicial proceedings as victims, witnesses or parties in nine EU Member States (EU Fundamental Rights Agency, February 2017); Ann-Margreth E Olsson & Maria Kläfverud, To be Summoned to Barnahus: Children's Perspectives in Susanna Johansson et al (eds) Collaborating Against Child Abuse (2017); Bornenotat 1/16 (BORNERADET, March 2016); A. Kaldal, C. Diesen, J. Beije & E. Diesen, Barnahusutredningen (Juridiska institutionen, Stockholm University 2010).

⁷ Kaldal, A., Diesen, C., Beije, J., Diesen: Barnahusutredningen (Juridiska institutionen, Stockholm University 2010)

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dismissed by the court and why this happened, for example because of a lack of evidence and not because the court did not believe in the child's story.

Children express a wish to have their views considered on who can be present if they must give their testimony in person in Court. They also do not want to have to meet the accused face to face in Court. Children wish to be treated with respect and kindness in Court, for example, that the judge greets them before the court proceedings. Children also recommend that the courtroom be closed to the media and others apart from the judge, legal counsellor, prosecutor and defence.

Barnahus Quality Standards

The Barnahus quality standards provide a common European operational and organisational framework for Barnahus and similar multidisciplinary and interagency services that helps prevent (re-)traumatisation and promote compliance with European and international law, including children's right to be heard and to receive information. By practicing to the Barnahus quality standards, the service will:

- Ensure that the best interests of the child are a primary consideration
- Ensure that the child's right to be heard is fulfilled without repetitive and potentially intimidating interviews and hearings
- Ensure that the child is interviewed and supported by trained and specialised professionals
- Ensure a comprehensive, accessible multidisciplinary and interagency response for all children that meets the complex needs of each child

The first standard contains three cross-cutting activities that are applicable to the full process, from initial report to trial: placing the best interests of the child at the centre of practice and decision-making (1.1), ensuring that children's rights to be heard and receive information are fulfilled (1.2) and preventing undue delay (1.3). These crosscutting activities are at the core of all Barnahus practice but also feature in many of the other standards specifically. Child participation for example features in standard 7 on medical examination and standard 8 on therapeutic services.

Standards 2-4 relate to institutional arrangements and organisational set-up, for example, ensuring a child-friendly environment and a broad target group, and are relevant to the parts of the process that take place in the Barnahus.

Standard 5-10 set out good practice for core functions and specific activities that the Barnahus undertakes, for example, interagency case management, forensic interviews or medical examination.

The standards also provide guidance on building staff capacity as well as prevention work, such as collecting data, sharing information and building knowledge with important stakeholders.

STANDARD 1.2: Right to be heard and to receive information

What is the standard?

Right to be heard and to receive information: Children's rights to express their views and to receive information are respected and fulfilled.

Why should this standard be met?

International legal obligations: Children's right to participation is one of the general principles of the UN Convention on the Rights of the Child (UNCRC). Article 12(2) states that the child should in particular be provided with the opportunity to be heard in any judicial and administrative proceedings affecting the child.

European legal provisions:

- Taking due account of the views of the child
- Provision of information
- Right to interpretation & translation
- Possibility to order that the child victim be heard through the use of appropriate communication technologies

Guidance: The UN Committee on the Rights of the Child (CRC) emphasises that “age should not be a barrier to the child’s right to participate fully in the justice process”. Child victims’ of violence rights to be heard is laid down in article 19 of the UNCRC and has been reaffirmed and clarified several times by the CRC (e.g. CRC General Comment no 13). The CRC has urged States to “ensure that the views, needs and concerns of child victims who have suffered sexual abuse or other violent crimes be presented and considered in proceedings where their personal interests are affected”. In doing so, States “must undertake all necessary measures to ensure that the right to be heard is exercised ensuring full protection of the child” (CRC General Comment no 12). Measures should for example be implemented to avoid (re-)traumatisation, for example avoiding repetition of testimonies and the use of video-taped interviews (General Day of Discussion on the right of the child to be heard).

Also see the CoE Guidelines for Child-friendly justice (2010) Ch. IV.D.3; CoE Rec. Child-friendly social services (2011) Ch. 3. B and; the EC Reflection paper proposing 10 principles for integrated child protection systems, including principle 1.

Research and Experience: The right to receive information and to be heard are fundamental aspects of the multidisciplinary and interagency process. Systematically hearing the views of the child will provide a deeper understanding of the child’s wishes and needs and facilitate determination of the best interest of the child as well as appropriate and sustainable action, including, for example, treatment and therapy. Access to adequate information is a prerequisite for meaningful participation. It will also empower the child and help the child gain control over the situation.

When children are given opportunities to share perspectives on their experience at the service, they provide invaluable feedback that can make the environment, the process and the services more child-friendly and appropriate to children’s needs and wishes.

In a recent study carried out by the Fundamental Rights Agency, based on interviews with 392 children in 9 EU Member States, children underline the importance of their right to be heard with understanding and respect, highlighting the need for clear and practical guidelines as well as training for all professionals who encounter children.⁸

Examples of indicators and/or evidence that the standard is being met:

- Staff receive training on how to communicate, listen and share information with children, adapted to their age and development;
- Forensic interviews are carried out in a manner that helps the child to exercise the right to be heard in judicial proceedings (also see Standard 6 on Forensic Interviews);
- Children and their non-offending parents/care-givers can influence the timing, location and set up of interventions such as treatment and therapy;
- Children are given opportunities to provide feedback on their experience at the service;
- Information is routinely and systematically made available to children and their caregivers, adapted to the age and development of the child;
- Children and caregivers receive information in a language they understand;
- Special efforts are made to ensure that children with special needs or disabilities have the same opportunities to receive information and to be heard.

⁸ Child-friendly justice: Perspectives and experiences of children involved in judicial proceedings as victims, witnesses or parties in nine EU Member States (EU Fundamental Rights Agency, February 2017) <http://fra.europa.eu/en/press-release/2017/child-friendly-justice-childs-perspective>

2. Methodology & Format

In order to make child participation safe, ethical and meaningful for both the child and the Barnahus it is important to carefully consider the methodology and format that is used to hear children's views. Before using the sample questionnaires offered in this document, it is therefore recommended that you take some time to discuss what might work best in your specific context. Some of these issues are discussed in section 2.1. below. There might be other issues that are important to consider in your specific context.

2.1 To think about and discuss

Format

There are many ways to distribute and collect the questionnaires. Consider what you think will work best in your Barnahus and what might promote and facilitate broad participation. If possible, it is a good idea to offer different practical tools to reply to the questionnaire, for example through interview, in paper format or electronically via an app.

Age Groups

The questionnaires are adapted to two age groups: Youth (13-18) and Children (8-12). The questionnaires for children can be used for oral interviews with younger children and can be adapted for example by providing a space to make a drawing. It is important to note that the age groups are indicative and that (for example) the development, writing and language skills of each respondent must be considered carefully in selecting the questionnaire the child should respond to. It is also important that a neutral staff member is available to answer questions, provide clarification and/or support the respondent.

Type of questions

The questionnaire provides examples of Likert scale type questions, open questions and multiple choice. Open questions may require more guidance and oral interviews for some children. In order to ensure actionable feedback, it may also be necessary to include follow up questions, which gives the child an opportunity to clarify why they have given a certain response.

To ensure clarity, the sample questionnaires use questions, rather than fabricated statements, where a Likert type scale is used to collect the views of the respondent. Children may want to be agreeable to statements, and to be positive towards people they have encountered. To gather accurate responses, it may therefore be better to ask questions than to fabricate statements that the child reacts to.

Consider if you need to adapt the questionnaires or the methodology that you use to meet the specific needs of certain groups of children or children with special needs, including language abilities.

Timing and location

The timing and methodology of administering the questionnaires to the respondents can have a substantial impact on the results of the consultation. Feelings and perceptions may fluctuate or change over time. Children may also be sensitive to expectations of what might happen or what it will be like, good or bad.

Discuss timing and methodology, including when you “recruit” respondents, when they complete the survey and how much time is reasonable for a child to complete the survey. You may need to adapt the questionnaires and methodology depending on when and how children respond to the questionnaires. Will the questionnaires be administered at the end of a follow-up, at the beginning, in the middle? Once or several times? What have others done that has proven successful?

It is also important to think about location so that there is a quiet, safe and neutral place for the child to complete the questionnaire.

Length and number of questionnaires

It is important to carefully define the most relevant questions so that the exercise becomes meaningful to both children and your Barnahus. The length and number of questionnaires may also need to be adapted to meet the respondent’s needs, development and abilities. It is also important to consider how much time each child should spend on responding to questionnaires – what is reasonable and appropriate for each child?

The sample questionnaires provide several sample questions that cover a broad range of areas and activities in Barnahus. Some of the questionnaires are specific and therefore long. Discuss which questions are of essence to your service. Do you need all questions? Can you merge questionnaires? Is it enough to just use the shorter versions? When is it helpful to use a longer version, or parts of it, rather than a shorter version? How many questions is it reasonable to ask a child to respond to?

Another way to address this is to randomly select children to participate in one or only a few of the questionnaires, rather than one child having to complete several forms. Another alternative is to break the longer questionnaires into two, so that feedback is provided on all questions, but different children answer different questions (i.e. 50 % of the children answer only the first half of the questions, while the other 50 % answer the other half of the questions). If the sample size is large enough, this should still be OK.

If the child also is going to be evaluated with standardized tools on mental health, the total number of questionnaires should also be taken into consideration.

Ethical and follow up

All children should be given equal opportunities to give feedback on their experience in Barnahus *if* they wish to share their views. Participation should be voluntary. It is also important to ensure that children are kept safe and are offered proper assistance and follow-up in the process of sharing their views on Barnahus.

Discuss ethical issues that may arise in the context of seeking children’s views, including requirements by law, and adopt measures and procedures to address ethical issues and meet legal requirements. Ethical issues include, but are not limited to, safeguarding children, ensuring meaningful and informed participation, non-discrimination, cultural diversity, data protection, privacy and consent from both children and their caregivers.

In order to ensure that the process of consulting children about their experience in Barnahus is ethical, safe and meaningful, it is important to plan what will happen after the child has handed in the questionnaire and what the follow up might be. What happens immediately after the child has completed the questionnaire? Consider how you will collect written questionnaires, for example by a trusted and neutral person, a mailbox or electronically. What are the mechanisms for thanking the child and providing potential feedback? What kind of information does the child need after completing the questionnaire? For example, what will happen to the questionnaire, who will read it, how will the replies be treated, and what might their effort to share their views lead to?

It is important to leave enough time after the questionnaire has been completed to discuss the input, especially if the child has negative experiences. Who will be the contact person if the child needs to follow up on issues in the questionnaire after the formal response at a later stage?

Bias

Response biases can have a large impact on the validity of questionnaires and the usefulness of the result. It is therefore important to be aware of potential bias in the questionnaires in both questions and response options. In order to avoid priming and socialising the respondents to give exaggerated positive or negative feedback, questions with positive and negative expectations can be alternated. The response options can also be alternated by changing the order in which they appear (positive – negative, negative - positive). There should also be an equal amount of positive and negative alternatives to choose from. To test the reliability of answers it is also possible to use a few reverse questions.

“I feel...” questions

You can consider if you, as a trusted person, would like to add questions about how the child felt about Barnahus and its services. If you do, it is important to ask follow-up questions that make the response actionable for you, for example “what made you feel that way?”.

See example of an “I feel” questionnaire [here](#).

2.2 Limitations in scope of the questionnaires

The sample questionnaires focus on children’s experience with Barnahus, starting from the journey to Barnahus and ending with the return to day care, school or the home.

The questionnaires do not gather children’s view on their experience of the full process from initial report to potential court hearing and longer-term follow up.

There should never be a concern that the gathering of children’s views will interfere with ongoing investigations. The sample questionnaires do not collect case specific or personal information.

It is important to note that the sample questionnaires do not support *impact assessment*. Nevertheless, the results may reveal some interesting information about how the experience in Barnahus affected the outcomes of the multidisciplinary response, including the short-term well-being and recovery of children.

As noted above, the sample questionnaires offer questions on the same areas adapted to younger and to older children (youth). This is to ensure that all children who wish to provide feedback have access to questionnaires that empower and support them to express their views. The questionnaires can be used (and adapted) to ensure that each child receives a questionnaire which is adapted to their age, maturity and development.

3. Questionnaires for Youth

- [General, welcome and venue](#)
- [Social services/Child Protection](#)
- [Forensic interview](#)
- [Medical Examination](#)
- [Therapeutic Assessment/Therapy](#)
- [Short Youth Satisfaction Questionnaire](#)

Short introduction/recruitment script to questionnaire(s)

You have a right to express your opinions on things that concern you.

We want to do the best possible job for children and young people here at Barnahus. It would be good to know what you think, both good and bad. It will support us in doing a better job helping children and young people and make sure that everyone feels safe and comfortable in Barnahus. If you had a bad time here it is important that we know why so we can make things better.

If you want to participate, please circle the answer that best reflects your experience and feelings about our work and being at Barnahus.

The people who came with you to and from Barnahus and the people who you met in Barnahus will not see your answers, so you can be completely honest.

About you

You don't have to put your name on the questionnaire. If you feel like it, you can let us know your age and gender.

Age: _____ Gender: _____

3.1 Youth Questionnaire – General, welcome and venue

Please tell us about the trip to Barnahus

Did someone explain to you what Barnahus is before coming here?

YES NO NOT SURE NO OPINION

Did someone explain to you why you had to go to Barnahus?

YES NO NOT SURE NO OPINION

Did someone explain to you what would happen in Barnahus?

YES NO NOT SURE NO OPINION

Do you trust the person that came with you to Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did you feel safe during your trip to Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

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Did you feel that you had enough control over your situation during your trip to Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

If you have suggestions for improvement for the trip to Barnahus, please let us know what they are.

Is there something else you want to tell us about your experience of being picked up and/or travelling to Barnahus?

Tell us about your experience in Barnahus

Did someone greet and welcome you to Barnahus right away when you arrived?

YES NO NOT SURE

Did you feel welcomed and cared for in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel that you had enough control over your situation in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel safe in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

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Did you feel respected in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel like you were listened to in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Was Barnahus adapted to your special needs?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

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The waiting room was...

VERY COMFORTABLE	COMFORTABLE	UNCOMFORTABLE	VERY UNCOMFORTABLE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VERY APPROPRIATE	APPROPRIATE	INAPPROPRIATE	VERY INAPPROPRIATE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VERY SAFE	SAFE	UNSAFE	VERY UNSAFE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did you like the activities/games/things to do in the waiting room?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall, I would describe my experience at Barnahus as...

WORSE THAN I EXPECTED	ABOUT WHAT I EXPECTED	BETTER THAN I EXPECTED	I DIDN'T KNOW WHAT TO EXPECT
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

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Would you recommend other children and young people to come to Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

What other things would you have liked to do while you were waiting?

What did you like about the waiting room?

What didn't you like about the waiting room?

What else could the staff in Barnahus have done to help you?

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If you have ideas for making the waiting room better, please let us know what they are.

Is there something else you want to tell us about before, during or after your visit to Barnahus?

After Barnahus

Did someone tell you what would happen after you left Barnahus?

YES NO NOT SURE

Were your questions about what will happen next answered?

ALL	MANY	A FEW	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were you asked about your views on the next steps after your visit to Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did you feel safe after you visit in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

P R O M I S E

Did you feel you had enough control of your situation and what happened directly after your visit to Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you receive the support you wanted after your visit to Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

What did you appreciate about what happened after your visit to Barnahus?

What did you not appreciate about what happened after your visit to Barnahus?

What else could the staff in Barnahus have done to help you?

Is there something else you want to tell us about your experience after your visit to Barnahus?

3.2 Youth Questionnaire – Social services/Child Protection

Were you told how the social worker might help you?

YES NO NOT SURE

Were you told that you could have interpretation (only if applicable)?

YES NO NOT SURE NOT APPLICABLE

Did you feel safe with the social worker?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel respected by the social worker?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

P R O M I S E

Did you feel like you were listened to by the social worker?

ALL THE TIME	MOSTLY	SOMETIMES	NEVER	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel that you were believed by the social worker?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you understand all the questions that you were asked by the social worker?

ALL	SOME	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were your questions answered?

ALL	MANY	A FEW	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Was the interpreter nice to you (only if applicable)?

ALL THE TIME	MOSTLY	SOMETIMES	NEVER	NO OPINION	NOT SURE	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did the social worker tell you about the next steps?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did the social worker ask you what you thought about the next steps?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What did you appreciate about your experience with the social worker?

What did you not appreciate about your experience with the social worker?

What else could the social worker have done to help you?

Is there something you want to tell us about before, during or after the meeting with the social worker?

3.3 Youth Questionnaire - Forensic Interview

Before the forensic interview

Were you told what to expect in the interview before it started?

YES NO NOT SURE NO OPINION

Were you told who would carry out the forensic interview?

YES NO NOT SURE NO OPINION

Were you introduced to the interviewer before the formal interview started?

YES NO NOT SURE NO OPINION

Were you told who would be watching the forensic interview?

YES NO NOT SURE NO OPINION

Were you told that you could have interpretation during the interview (only if applicable)?

YES NO NOT SURE NOT APPLICABLE

Did you have to wait for a long time in the waiting room for the forensic interview?

YES	SOMEWHAT	NOT REALLY	NO	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us how you experienced the waiting time?

The forensic interview

Did the person who interviewed you tell you about the interview and what would happen?

- YES NO NOT SURE NO OPINION

Were you told what to do if you needed a break?

- YES NO NOT SURE NO OPINION

Were you told that you could say “I don’t know” at any time if it was true that you didn’t know?

- YES NO NOT SURE NO OPINION

Did you feel safe during the forensic interview?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| COMPLETELY | SOMEWHAT | NOT
REALLY | NOT
AT ALL | NO
OPINION | NOT
SURE |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Can you tell us what made you feel that way?

Did you feel respected during the forensic interview?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| COMPLETELY | SOMEWHAT | NOT
REALLY | NOT
AT ALL | NO
OPINION | NOT
SURE |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Can you tell us what made you feel that way?

P R O M I S E

Did you feel like you were listened to during the forensic interview?

ALL THE TIME	MOSTLY	SOMETIMES	NEVER	NO OPINION	NOT SURE	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel that you were believed during the interview?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you understand all the questions that you were asked?

ALL	SOME	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were your questions answered?

ALL	MANY	A FEW	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Was the interpreter nice to you (only if applicable)?

ALL THE TIME	MOSTLY	SOMETIMES	NEVER	NO OPINION	NOT SURE	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<i>The forensic interview room was...</i>					
VERY COMFORTABLE	COMFORTABLE	UNCOMFORTABLE	VERY UNCOMFORTABLE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VERY APPROPRIATE	APPROPRIATE	INAPPROPRIATE	VERY INAPPROPRIATE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VERY SAFE	SAFE	UNSAFE	VERY UNSAFE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

After the forensic interview

<i>Did someone you trust wait for you in the waiting room when the forensic interview was over?</i>			
<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> NOT SURE	<input type="checkbox"/> NO OPINION

<i>Did you feel safe after the forensic interview?</i>					
COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Can you tell us what made you feel that way?</i>					

<i>Did someone tell you what would happen next after the interview?</i>					
YES	SOMEWHAT	NOT REALLY	NO	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were your questions about what would happen next answered?

ALL

MANY

A FEW

NONE

NOT
SURE

NO
OPINION

Did someone ask you what you thought about the next steps?

YES

NO

NOT SURE

NO OPINION

What did you appreciate about your experience with the forensic interview?

What did you not appreciate about your experience with the forensic interview?

What else could have the forensic interview done to help you?

Is there something you want to tell us about before, during or after the forensic interview?

3.4 Youth Questionnaire – Medical examination

This questionnaire can also be used for dental examinations if offered in your Barnahus.

Before the medical examination

Did you have a medical exam at the Barnahus?

YES NO

Were you sent to a hospital or another location for a medical exam?

YES NO

Were you told why you were having a medical exam?

YES NO NOT SURE NO OPINION

Were you told you could say ‘No’ to having a medical exam?

YES NO NOT SURE NO OPINION

Were you told what the medical exam would be like?

YES NO NOT SURE NO OPINION

Were you told who would carry out the medical exam?

YES NO NOT SURE NO OPINION

Were you told who would be in the medical exam room?

YES NO NOT SURE NO OPINION

Were you told that you could bring someone you trust into the exam room?

YES NO NOT SURE NO OPINION

Did you have to wait for a long time before the medical exam?

YES	SOMEWHAT	NOT REALLY	NO	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us how you experienced the waiting time?

During the medical examination

Did you feel welcome and cared for during the medical exam?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did doctor explain what was happening during the exam?

ALL THE TIME	MOSTLY	SOMETIMES	NEVER	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were you told you could ask questions during the exam?

YES NO NOT SURE NO OPINION

Did the doctor who examined you answer all your questions?

ALL	MANY	A FEW	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

P R O M I S E

Did you feel safe during the medical exam?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel respected during the medical exam?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel listened to during the medical exam?

ALL THE TIME	MOSTLY	SOMETIMES	NEVER	NO OPINION	NOT SURE	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

P R O M I S E

The medical examination room felt...

VERY COMFORTABLE	COMFORTABLE	UNCOMFORTABLE	VERY UNCOMFORTABLE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VERY APPROPRIATE	APPROPRIATE	INAPPROPRIATE	VERY INAPPROPRIATE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VERY SAFE	SAFE	UNSAFE	VERY UNSAFE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

After the medical examination

Were you told what the doctor found in the examination?

YES NO NOT SURE NO OPINION

Did the doctor answer your questions about what was found during the medical examination?

ALL	MANY	A FEW	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were you told what your options were for continued treatment (if needed)?

YES	NO	NOT SURE	NO OPINION	I DID NOT NEED CONTINUED TREATMENT
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did the doctor answer your questions about continued treatment (if needed)?

ALL	MANY	A FEW	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did the doctor or other staff at the Barnabus ask what you thought about continued treatment (if needed)?

YES

NO

NOT
SURE

I DID NOT NEED
CONTINUED TREATMENT

What additional or other medical services would you have liked?

What did you appreciate about your experience with the medical examination?

What did you not appreciate about your experience with the medical examination?

What else could the medical staff have done to help you?

If you have ideas for improvement of the medical examination room, please let us know what they are.

Is there something else you want to tell us about before, during or after the medical examination?

ALL

SOME

NONE

NOT SURE

NO
OPINION

3.5 Youth Questionnaire - Therapeutic assessment and therapy

The questionnaire below is primarily meant to gather children's responses about the therapeutic assessment rather than continued therapy. Consider carefully when you administer the questionnaire since it will have implications both on the type of questions you ask, and the answers you get.

Before the therapeutic services

Were you offered therapeutic services in Barnahus?

YES

NO

Were you told why you were offered a therapeutic assessment/therapeutic services?

YES

NO

NOT SURE

NO OPINION

Did someone tell you that you could choose not to have therapeutic assessment/therapeutic services in Barnahus?

YES

NO

NOT SURE

NO OPINION

Were you told you could choose to have the therapeutic assessment/therapeutic services somewhere else?

YES

NO

NOT SURE

NO OPINION

Were you told what the assessment/therapy would be like?

YES

NO

NOT SURE

NO OPINION

Were you told who would carry out the assessment/therapy?

YES

NO

NOT SURE

NO OPINION

Was the person who offered you therapy the same person who interviewed you?

YES

NO

NOT SURE

P R O M I S E

Were you told you could bring someone you trust into the room?

YES NO NOT SURE

Did you have a say in setting the goals for the therapy?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were the goals for the therapy clear to you?

ALL	SOME	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did you have to wait for a long time in the waiting room for the therapeutic assessment/therapy?

YES	SOMEWHAT	NOT REALLY	NO	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us how you experienced the waiting time?

Therapeutic assessment/therapy

Did the therapist explain about the therapy and how it could help?

YES	SOMEWHAT	NOT REALLY	NO	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Could you ask questions about the therapy?

YES	SOMEWHAT	NOT REALLY	NO	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

P R O M I S E

Were your questions about the therapy services answered?

ALL	MANY	A FEW	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The room where I had therapy was...

VERY COMFORTABLE	COMFORTABLE	UNCOMFORTABLE	VERY UNCOMFORTABLE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VERY APPROPRIATE	APPROPRIATE	INAPPROPRIATE	VERY INAPPROPRIATE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VERY SAFE	SAFE	UNSAFE	VERY UNSAFE	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

After the mental health services

Were you told what your options were for continued therapy?

YES	SOMEWHAT	NOT REALLY	NO	NOT SURE	NO OPINION	I DID NOT NEED/WANT CONTINUED THERAPY
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were your questions about your options for continued therapeutic services answered?

ALL	MANY	A FEW	NONE	NOT SURE	NO OPINION
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were you asked about your views on your options for continued therapeutic services and the next steps?

YES	SOMEWHAT	NOT REALLY	NO	NOT SURE	NO OPINION	I DID NOT NEED/WANT CONTINUED THERAPY
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What additional or other mental health services would you have liked?

What did you appreciate about your experience with the mental health services?

What did you not appreciate about your experience with the mental health services?

What else could the staff have done to help you in a better way?

If you have ideas for improvement of the mental health services or the treatment room please let us know what they are.

Is there something else you want to tell us about before, during or after the mental health services?

3.6 Short Youth Satisfaction Questionnaire

Please help us make Barnahus better for young people by answering the questions below. We want to know what you feel – good or bad. Thanks!

Were you happy with the help you got in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you get the help you wanted in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How could we have helped you in a better way?

Were you asked what kind of help you wanted?

ALL THE TIME	MOSTLY	SOMETIMES	NEVER	NO OPINION	NOT SURE	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did you feel safe in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us why? Can you tell us what made you feel that way?

P R O M I S E

Did you feel respected in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel you were listened to in Barnahus?

ALL THE TIME	MOSTLY	SOMETIMES	NEVER	NO OPINION	NOT SURE	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel welcome and cared for in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

P R O M I S E

Did you feel you had enough control over your situation during your visit to Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Did you feel that you were believed in Barnahus?

COMPLETELY	SOMEWHAT	NOT REALLY	NOT AT ALL	NO OPINION	NOT SURE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you tell us what made you feel that way?

Please circle the grade for each of these services. 1 is the lowest score and 5 is the highest score.

THE ROOMS IN BARNAHUS	1	2	3	4	5
THE WAY I WAS TREATED IN BARNAHUS	1	2	3	4	5
THE FORENSIC INTERVIEW	1	2	3	4	5
THE MEDICAL EXAMINATION	1	2	3	4	5
THERAPEUTIC SERVICES	1	2	3	4	5

What additional or other services or help would you have liked in Barnahus?

P R O M I S E

What did you appreciate about your experience in Barnahus?

What did you not appreciate about your experience in Barnahus?

What could the staff have done to help you in a better way?

If you have ideas for improvement of the waiting room, interview room or the treatment rooms please let us know what they are.

Is there something else you want to tell us about before, during or after your visit to Barnahus?

4. Questionnaires for Children

- [General, welcome and venue](#)
- [Social services/Child Protection](#)
- [Forensic interview](#)
- [Medical Examination](#)
- [Therapeutic Assessment](#)
- [Short Child Questionnaire](#)

Short introduction/recruitment script to questionnaire

Written Feedback

We are interested in how your time in Barnahus was for you. What you think is important to us, both good and bad. This could make us better in helping children that are about to come here. The people who came with you and the people who you met in Barnahus will not see your personal answers so you can be completely honest.

This paper has some questions and if you feel like it, you can tell us your answers by making a circle around the face that best explains how you feel. You can write or draw your answers in the boxes. If there is anything you don't understand, please ask the person who gave you this paper.

Oral interview

We are interested in how your time in Barnahus was for you. What you think is important to us, both good and bad. This could make us better in helping children that are about to come here. The people who came with you and the people who you met in Barnahus will not see your personal answers so you can be completely honest.

I will now ask you a few questions and if you feel like it, you can tell me your answer. If there is anything you don't understand, please ask me and I will try to explain.

4.1 Child Questionnaire – General, welcome and venue

Before going to Barnahus

Before coming here, did someone tell you where you were going?



YES



NO



NOT SURE

Did someone tell you what would happen in Barnahus?



YES



NO



NOT SURE

Did someone you trust come with you to Barnahus?



YES



NO



NOT SURE

Did you feel safe on your way to Barnahus?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

What did you like about being picked up and going to Barnahus?

P R O M I S E

What did you not like about being picked up and going to Barnahus?

Is there something else you want to tell us about your experience of being picked up and/or travelling to Barnahus?

In Barnahus

Did someone welcome you when you arrived to Barnahus?



YES



NO



NOT SURE

Did you feel safe in Barnahus?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you feel listened to in Barnahus?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you feel welcome and cared for in Barnahus?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you like the waiting room in Barnahus?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you like the toys in the waiting room?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

How do you feel about Barnahus? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about Barnahus?

What did you like about waiting in the waiting room?

What did you not like about waiting in the waiting room?

P R O M I S E

What could we have done differently to make you feel better?

How can we make the waiting room better for children?

Is there something else you want to tell us about before, during or after your visit to Barnahus?

After Barnahus

Were you told what would happen next before leaving Barnahus?



YES



NO



NOT SURE

Did you feel safe after your visit in Barnahus?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

P R O M I S E

How did you feel about coming back to Barnahus after your first visit for follow up? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about coming back to Barnahus?

What could we have done to make you feel better after your visit to Barnahus?

Is there something else you want to tell us about your experience after your visit to Barnahus?

4.2 Child Questionnaire – Social Services/Child Protection

Were you told how the social worker might help you?



YES



NO



NOT SURE

Did you feel like the social worker listened carefully to you?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you feel like the social worker cared about you?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you understand all the questions from the social worker?



YES



NO



NOT SURE

P R O M I S E

Did you feel like the social worker believed you?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you feel safe with the social worker?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

How do you feel about your meeting with the social worker? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about your meeting with the social worker?

Did someone tell you what would happen after you met the social worker?



YES



NO



NOT SURE

Other questions - please write or draw you answers in the box

What did you like about meeting with the social worker?

What didn't you like about meeting the social worker?

What could the social worker have done differently to make you feel better?

Is there something else you want to tell us about before, during or after meeting the social worker?

4.3 Child Questionnaire - Forensic Interview

Before the interview

Were you told what would happen in the interview?



YES



NO



NOT SURE

Did you feel safe before the interview?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

The forensic interview

Did you feel like the person who interviewed listened carefully to you?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you feel like the person who interviewed you cared about you?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you understand all the questions that you were asked during the interview?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Did you feel like the person who interviewed you believed you?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you like the interview room?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you feel safe in the interview room?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

How did you feel about the forensic interview? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about the forensic interview?

After the forensic interview

Did someone you feel safe with wait for you when the interview was over?



YES



NO



NOT SURE

Did you feel safe after the interview?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did someone tell you what would happen next after you had done your interview?



YES



NO



NOT SURE

Other questions - please write or draw you answers in the box

What didn't you like about your experience with the interview?

What did you like about your experience with the interview?

What could we have done differently to make you feel better?

Is there something else you want to tell us about before, during or after the forensic interview?

4.4 Child Questionnaire - Medical examination

This questionnaire can also be used for dental examinations if offered in your Barnahus.

Before the medical examination

Were you told what the medical examination would be like?



YES



NO



NOT SURE

How did you feel when you were waiting for the medical exam? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about waiting for the medical exam?

During the medical examination

Did someone you feel safe with come with you into the examination room?



YES



NO



NOT SURE

Was the doctor nice to you?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you feel safe during the medical exam?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you like the medical examination room?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Were you told what the doctor found?



YES



NO



NOT SURE

Did someone tell you if you needed treatment and what that would be like?



YES



NO



NOT SURE

How did you feel during the medical exam? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about the medical exam?

Other questions - please write or draw you answers in the box

What didn't like about your experience with the medical examination?

What did you like about your experience with the medical examination?

What could we have done differently to make you feel better?

What are your ideas for making the medical examination room better for children?

Is there something else you want to tell us about before, during or after the medical examination?

4.5 Child Questionnaire - Therapeutic assessment

The questionnaire below is primarily meant to gather children's responses about the therapeutic assessment rather than continued therapy. Consider carefully when you administer the questionnaire since it will have implications both on the type of questions you ask, and the answers you get.

Before speaking to the therapist

Were you told what talking to the therapist would be like?



YES



NO



NOT SURE

Did you feel safe while waiting for the therapist?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

How did you feel while you were waiting to talk to the therapist? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about waiting for the therapist?

Speaking to the therapist

Did you feel like the therapist cared about you?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you feel safe when speaking to the therapist?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you like the room where you talked to the therapist?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

P R O M I S E

Did you feel listened to?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you feel that someone listened to what you want to do about therapy?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

How did you feel when you were speaking to the therapist? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about speaking to the therapist?

After speaking to the therapist

Did someone tell you would happen next?



YES



NO



NOT SURE

How did you feel after the meeting with the therapist? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about speaking to the therapist?

Other questions - please write or draw you answers in the box

What didn't you like about your experience speaking to the therapist?

P R O M I S E

What did you like about your experience speaking to the therapist?

What could we have done differently to make you feel better?

What ideas do you have for improvement of the room where you spoke to the therapist?

Is there something else you want to tell us about before, during or after speaking to the therapist?

4.6 Short Child Satisfaction Questionnaire

Please help us make Barnahus better. We want to know what you feel – good or bad. Thanks!

Did Barnahus help you?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Can you tell us what helped you in Barnahus?

Did you feel safe in Barnahus?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you feel welcome and cared for in Barnahus?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

Did you like the toys in Barnahus?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Did you like the waiting room in Barnahus?



A LOT



MOSTLY



NOT REALLY



NOT AT ALL



NOT SURE

Can you tell us what made you feel that way?

How do you feel about Barnahus? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about speaking to the therapist?

How do you feel about the meeting the social worker? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about speaking to the therapist?

How do you feel about the forensic interview? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about speaking to the therapist?

How do you feel about the medical examination? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about speaking to the therapist?

How do you feel about speaking with the therapist? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about speaking to the therapist?

How did you feel about going back home after the visit to Barnahus? You can pick several emotions.



Happy



OK



Unhappy



Upset



Worried



Scared



Annoyed



Angry

Can you tell us what made you feel that way?

Is there another feeling that better describes the way you feel about going back home after your visit to Barnahus?

Other questions - please write or draw you answers in the box

What didn't you like about your experience in Barnahus?

What did you like about your experience in Barnahus?

What could we have done differently to make you feel better?

Is there something else you want to tell us about before, during or after your visit to Barnahus?

5. Examples of “I feel...” questions/questionnaire

In order to make the “I feel questions” actionable for Barnahus, it is important that you pose follow up questions so that the child is provided an opportunity to explain why s/he feels in a certain way.

I feel...









- | | | | |
|---------------------------------------------|----------------------------------------|------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Very bad | <input type="checkbox"/> Bad | <input type="checkbox"/> Good | <input type="checkbox"/> Very good |
| <input type="checkbox"/> Not nice at all | <input type="checkbox"/> Not Nice | <input type="checkbox"/> Nice | <input type="checkbox"/> Very nice |
| <input type="checkbox"/> Very Ignored | <input type="checkbox"/> Ignored | <input type="checkbox"/> A little ignored | <input type="checkbox"/> Not ignored |
| <input type="checkbox"/> Very uncomfortable | <input type="checkbox"/> Uncomfortable | <input type="checkbox"/> Comfortable | <input type="checkbox"/> Very Comfortable |
| <input type="checkbox"/> Very sad | <input type="checkbox"/> Sad | <input type="checkbox"/> A little sad | <input type="checkbox"/> Not sad |
| <input type="checkbox"/> Very Unhappy | <input type="checkbox"/> Unhappy | <input type="checkbox"/> Happy | <input type="checkbox"/> Very happy |
| <input type="checkbox"/> Very worried | <input type="checkbox"/> Worried | <input type="checkbox"/> A little worried | <input type="checkbox"/> Not worried |
| <input type="checkbox"/> Very upset | <input type="checkbox"/> Upset | <input type="checkbox"/> A little upset | <input type="checkbox"/> Not upset |
| <input type="checkbox"/> Very excited | <input type="checkbox"/> Excited | <input type="checkbox"/> A little excited | <input type="checkbox"/> Not excited |
| <input type="checkbox"/> Very scared | <input type="checkbox"/> Scared | <input type="checkbox"/> A little scared | <input type="checkbox"/> Not scared |
| <input type="checkbox"/> Very nervous | <input type="checkbox"/> Nervous | <input type="checkbox"/> A little nervous | <input type="checkbox"/> Not nervous |
| <input type="checkbox"/> Very angry | <input type="checkbox"/> Angry | <input type="checkbox"/> A little angry | <input type="checkbox"/> Not angry |
| <input type="checkbox"/> Very calm | <input type="checkbox"/> Calm | <input type="checkbox"/> A little calm | <input type="checkbox"/> Not calm |
| <input type="checkbox"/> Very stressed out | <input type="checkbox"/> Stressed out | <input type="checkbox"/> A little stressed out | <input type="checkbox"/> Not stressed out |

- | | | | | |
|-----------------------------------------------------------|-------------------------------|-----------------------------------|-------------------------------------|-----------------------------|
| <i>I am secretly afraid</i> | <input type="checkbox"/> Lots | <input type="checkbox"/> A little | <input type="checkbox"/> Not really | <input type="checkbox"/> No |
| <i>I feel like I have a say</i> | <input type="checkbox"/> Lots | <input type="checkbox"/> A little | <input type="checkbox"/> Not really | <input type="checkbox"/> No |
| <i>I feel in control</i> | <input type="checkbox"/> Lots | <input type="checkbox"/> A little | <input type="checkbox"/> Not really | <input type="checkbox"/> No |
| <i>I feel relief</i> | <input type="checkbox"/> Lots | <input type="checkbox"/> A little | <input type="checkbox"/> Not really | <input type="checkbox"/> No |
| <i>I feel reassured</i> | <input type="checkbox"/> Lots | <input type="checkbox"/> A little | <input type="checkbox"/> Not really | <input type="checkbox"/> No |
| <i>I feel safe</i> | <input type="checkbox"/> Lots | <input type="checkbox"/> A little | <input type="checkbox"/> Not really | <input type="checkbox"/> No |
| <i>I feel like smiling</i> | <input type="checkbox"/> Lots | <input type="checkbox"/> A little | <input type="checkbox"/> Not really | <input type="checkbox"/> No |
| <i>I have an uncomfortable feeling in my tummy</i> | <input type="checkbox"/> Lots | <input type="checkbox"/> A little | <input type="checkbox"/> Not really | <input type="checkbox"/> No |

Is there another feeling that best describes how you feel?

Emojis

I feel...

							
Happy	OK	Unhappy	Upset	Worried	Scared	Annoyed	Angry

Is there another feeling that best describes how you feel?

Implementing the Barnahus Quality Standards throughout Europe

PROMISE is supporting Europe to adopt the Barnahus model as a standard practice for providing child victims and witnesses of violence rapid access to justice and care. We undertake this work to fulfil the PROMISE vision: a Europe where the human rights of children to protection from violence, support and to be heard are fulfilled.

A Barnahus provides multi-disciplinary and interagency collaboration to ensure that child victims and witnesses of violence benefit from a child-friendly, professional and effective response in a safe environment which prevents (re)traumatisation. With the formal support from national authorities, PROMISE provides opportunities to translate national commitment into action and engage internationally in the process. In addition, regular networking and strategic communications continually activate our growing network of professionals and stakeholders who are committed to introducing and expanding Barnahus services nationally.

The first PROMISE project (2015-2017) set European standards and engaged a broad network of professionals. The second PROMISE project (2017-2019) promoted national level progress towards meeting the standards and formalised the PROMISE Barnahus Network. Future work will expand these activities to include University training, case management tools, and a European accreditation system.

PROMISE is managed by the Children at Risk Unit at the Council of the Baltic Sea States Secretariat in close collaboration with Child Circle.

Access the PROMISE tools and learn more at www.childrenatrisk.eu/promise



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